

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): R Knitl et al.  
Appl. No.: 09/254,101  
Conf. No.: 6476  
Filed: March 1, 1999  
Title: METHOD FOR INCORPORATING FUNCTIONS FOR AN  
AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN  
INTERACTIVE VOICE ANSWERING SYSTEM  
Art Unit: 2645  
Examiner: Hoosain  
Docket No.: 112740-072

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Commissioner for Patents  
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**AMENDMENT - REQUEST FOR RECONSIDERATION**

Sir:

In response to the Office Action dated April 5, 2004, Applicants herein amend the above-identified application as follows and respectfully request reconsideration of the allowability of the presently-pending claims:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 21 of this paper.

**Remarks** begin on page 28 of this paper.

**AMENDMENT TRANSMITTAL LETTER (Large Entity)**

Applicant(s): Knitt et al.

Docket No.

112780-072

Serial No.

09/254,101

Filing Date

March 1, 1999

Examiner

Allan Hoosain

Group Art Unit

2645

Invention: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC CALL DISTRIBUTION

OCT 18 2004

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**TO THE ASSISTANT COMMISSIONER FOR PATENTS:**

Transmitted herewith is an amendment in the above-identified application.


The fee has been calculated and is transmitted as shown below.

**CLAIMS AS AMENDED**

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	27 -	20 =	7 x	\$18.00	\$126.00
INDEP. CLAIMS	11 -	3 =	8 x	\$84.00	\$672.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$798.00

- ☐ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_  
A duplicate copy of this sheet is enclosed.
- ☒ A check in the amount of \$798.00 to cover the filing fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 02-1818  
A duplicate copy of this sheet is enclosed.
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.

Dated: June 4, 2003

  
Signature  
Michael S. Leonard (Reg. No. 37,557)  
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I certify that this document and fee is being deposited on \_\_\_\_\_ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature of Person Mailing Correspondence

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